

The EAGLE

For the employees of the Coatesville VA Medical Center ~ July 2009

A Message From the Director



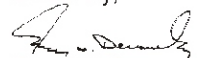
Dear Employees:

On April 1, 2009, our long-time associate director, Don Means, retired after 38 years of dedicated service to our Nation's Veterans. This key position was advertised nationally and a search committee, chaired by Meg O'Shea-Caplan, associate director of Philadelphia VAMC, was convened to screen and interview candidates.

I am pleased to announce that Ms. Robin Aube-Warren will become Coatesville VAMC's new associate director on August 16, 2009. Currently, Ms. Aube-Warren is the chief of police at Memphis VAMC. She holds a baccalaureate degree in French from the University of Florida and a master's degree in education from Troy University. Beyond her VHA and educational accomplishments, she has extensive and high level military experience. She retired from the Army Reserves in 2006 as a Major.

Robin and her family will be relocating to the Coatesville area in mid-August. Once here, she will orient to our facility and begin to meet with employees, volunteers and others. I know everyone here will join me in welcoming Robin to the Coatesville VAMC family.

Sincerely,


Gary W. Devansky
Director

Welcome, Lyn Ordonez



Lyn Ordonez joined us as patient safety manager in late April. She comes to us with a comprehensive background in quality improvement. She has served as a safety coordinator for a health system as well as a director of quality improvement in a hospital

setting. Additionally, she has worked as an administrator at an assisted living facility.

Lyn was interested in coming to CVAMC because of VA's reputation for providing safe and quality care, as well as the use of innovative technology like electronic records.

Lyn holds a Master of Health Science, a Master of Science in Nursing and a Master of Business Administration. Additionally, she is a Certified Professional in Healthcare Quality. When she is not working, Lyn likes to spend time with her husband and Xena, her Australian Shepherd. She also enjoys reading and yoga.

Welcome, Nancy Mumma

Nancy is the director of primary care services. She has been in nursing for 20 years and is very passionate about the profession. She has worked in many settings — private, nonprofit and for profit and now, government. She has also worked in a variety of clinical areas including tertiary care and psychiatry. She has worked as chief operating officer and chief nursing officer among other roles.

Nancy is very excited to work in the primary care arena and to have the opportunity to grow and develop programs, which she has extensive experience doing.

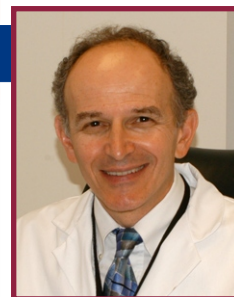
Nancy holds a Master of Nursing Administration as well as a Postgraduate Certificate in Hospital Administration. Nancy's educational goal is to obtain her nurse practitioner credentials. She is married with twin sons. She lives on a farm and loves the outdoors, gardening and cooking.

Welcome, Dr. Gary Lobasso

Dr. Lobasso joined us in April as chief of dental service. For the past 31 years, he has worked in private practice in upstate New York. He was influenced to seek a career at VA by a dental school friend of his who made a similar switch. Dr. Lobasso comes to us at an exciting time. Last year, VA put more funding toward the Homeless Veterans Dental Program and it continues to expand.

While he enjoyed his career as a private practitioner, he is pleased to have his new role helping Veterans and he is excited by the new challenge. He says the biggest difference is that he is handling basic dental care needs like decay, and tooth extraction, rather than elective care. He has noted that the staff is extremely careful, caring and responsible. He also reports that Veteran patients are exceptionally appreciative.

Dr. Lobasso enjoys racquetball and is an avid runner, having run the New York City Marathon four times. His wife is very involved with charities and he has several grown children; in fact, his oldest son attended St. Joseph's University in Philadelphia.



First Ever CVAMC Simultaneous Unit Move

On Tuesday, June 9, employees and volunteers came together to simultaneously “switch” two CLC units – 59B and 138B. Much was prepared in advance of the move and the big day started early. While staff were cleaning the units and moving personal items, residents enjoyed themselves in the 138 dining room and the Great Hall. Through the long day, employees and volunteers provided our Veterans with entertainment and snacks. Now, a month later, our Veterans are adjusting well to the move and enjoying their new environments. Thanks to everyone who helped with this successful move!



Kind, patient, knowledgeable, positive, upbeat, caring, professional, efficient, helpful, compassionate...

these are some of the words used recently during a 138B (formerly 59B) family support group meeting to describe the wonderful people who take care of their loved ones. If any employees had been in the room during this meeting, they may also have heard the following compliments: “They always have a smile”, “They really care”, “They are tops!”, “They are always so helpful”, “I can't find a word big enough!”, “They listen”, “They empathize”, “They make you feel like your husband is a special patient”, and “I pray for them every night”. Congratulations to all on a job well-done!

Employees Work Together to Create a New Look

Members of the Women's Health Clinic Team shared a common vision to make the Women's Health Clinic and waiting area more relaxing and inviting. New furniture, wall art, and botanicals give the clinic a more home-like atmosphere. New paint, wall paper and cosmetic construction add to the new look and feel. A water lily motif throughout unifies the area. Patient educational materials are displayed throughout the clinic for easy accessibility. The focal point of the waiting room is a wall-mounted fountain with a hand-painted water lily design; the sounds of the fountain are soothing.

The overall project of enhancing the atmosphere of the Women's Health Clinic and waiting room will be completed when new flooring is installed. At that time, the clinic and waiting room will have an Open House celebration. Women Veterans who are enrolled for VA health care, as well as those who are not, will be invited to attend.

The feedback from women Veterans has been positive. They have described the improvements as beautiful, relaxing, calm, warm, and cozy. This has truly been a time-consuming project requiring the work of many hands. In a very real sense, it 'took a village' to re-do the clinic area. Thanks to the following employees: Stephen Blanchard, Monica Brandon, Anne Brown, Carlee Brown, Julia Canonica, Dr. Sheila Chellappa, Debbie Doria, Pete Duca, Tony Gay, Gary Hagelgans, Phyllis Hartman, Bobby Kaczynski, Lewis McCullough, Scott McNally, Keith Morris, Janice Myers, Betty Newhart, Fred Norwood, Dennis Panik, Cecil Pugh, Kim Sekiya, Jennifer Sewilam, Dr. Tischler, Cynthia Turner, Faith Turner, Megan Walton, Bill Weaver, Rosemary Wharton, Claesa Whitfield, all members of the Women Veterans Advisory Committee, Tony Wolfgang, Bonita Urban, and Don Zwick.



School at work?

School at Work (SAW) is a new program offered by Education and Staff Development. It is designed as an opportunity for employees at GS-1 through GS-5 levels and WG equivalent levels to advance their careers at CVAMC. The program offers eight months of education focused on math, reading, communications, medical terminology and anatomy and physiology. Upon completing the program, participants will be better positioned to advance or pursue additional educational experiences. To learn more, please contact Sue Grabill at extension 6124.

Employee Safety is a Priority

A personal body alarm (PBA) is now available to all clinical employees and other identified employees who have a high risk for violence. When used by an individual, the PBA is clipped to clothing and is activated by pulling the cord. When a participating employee experiences a violent or potentially violent episode, and the alarm is sounded, all surrounding area employees are expected to report to the scene immediately. CVAMC is pleased to offer this extra level of protection to all employees. If you would like to request a PBA or have questions, please contact Nina Yentzer at extension 6104 or Kathi Rendall at extension 6113.



Good News

Nina Yentzer, Patient Care Services, was awarded the Lifetime Achievement Award at this year's Chester County Recovery Stars 2009 Luncheon.

Jeff Seiss, kinesiotherapist, and his wife, Andrea, welcomed their second child, Ava Josephine, on April 16. Mom, dad and big brother, Logan are enjoying the new addition to the family.

Dr. Ketki Mehta recently gave birth to her second child, a baby boy. The happy family is doing great. Congratulations!

Shortly after leaving CVAMC, former chief of chaplaincy service, Michael Pollitt, recently became deputy director for VA Chaplaincy.

Dr. Bruce Muchnick, chief of optometry, was the keynote speaker at the Norwegian Optometric Association's annual meeting in Kongsberg, outside of Oslo, Norway, in April. His presentation was on "The Eye in Systemic Disease".

Dawn Martz-Porter, staff assistant to the associate director, and her husband, Tim, welcomed their second child, Gavin William on June 1. He weighed in at 7lbs 9oz and was 21 inches long. Gavin's big brother, Evan, is very excited about his arrival!

Dawn Bullen, G&EC, gave birth to her third son, Jonathan Patrick, on May 27th. He weighed in at 8lbs 14 oz and was 20 ¼ inches long. The happy family is adjusting to the addition well!

Dan Whitney of Boy Scout Troop 463, has achieved the rank of Eagle Scout. He is the son of Dr. Bob Whitney.

Colleen Koonce, RN, and her husband, Shawn, medical technician, recently had their first child, Chloe Ann Koonce. She was born on January 25 and weighed in at 7lbs 11oz and was 21 inches long.

Nadiyah Gary earned a Post-Bachelor's Certificate in Nursing Education & Faculty Role from Drexel University in March 2009. Additionally, she was inducted into the Honor Society of Nursing, Sigma Theta Tau International, Nu Eta Chapter in April 2008.

Bettina Twyman, granddaughter of Linda London in Dental, was recently deployed to Afghanistan and is working as a manager at a medical warehouse. She says the job is fast-paced and exciting, and she loves helping wounded soldiers.

Mary Laxton, physician assistant, at the Springfield CBOC, competed in an Olympic-distance triathlon on Sunday, June 28 in Philadelphia. As part of this, she trained on the Leukemia and Lymphoma Society's Team in Training program. The event included a 1.5Km swim, 40 Km bike ride, and 10 Km run. Mary has never competed in any kind of race before and did this in honor of the many Veterans she sees who are affected by cancer. Congratulations, Mary!

Responsible Parking is Everyone's Concern

An adequate amount of parking spaces for all employees and Veterans currently exists on campus, and plans to continue improving the situation are continually updated and implemented. If you find yourself having to park quite a walk away from your destination, please remember that you can always call the shuttle service to pick you up. The service operates everyday from 7:30am through 4:30pm. You can call extension 3506 and the shuttle will pick you up wherever you are and take you where you need to go. Additionally, the shuttle picks up at six designated stops throughout campus at 20 minute intervals. Call boxes are placed at these locations so you may request a pick up at any time.

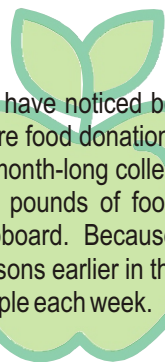
Employees are also asked to be cognizant of areas where parking is prohibited. If a cone is blocking a parking space, it is being reserved for a designated purpose. Additionally, handicapped spaces are intended for use by handicapped persons. Such spaces that are handicapped van accessible have an area with diagonally painted lines alongside. Though this area does loosely resemble a parking space, it is not. Please bear in mind that Police Service is ramping up to enforce violations more strictly. If you have any questions, please call extension 4222 and speak to an available patrol officer.

Community Transitions & Wellness Center Open House a Success

On February 4, 2009, Veterans, staff and community members attended an open house at our Community Transitions & Wellness Center (CTWC), formerly known as the Day Treatment Center. The new name reflects the changes that have taken place over the last few years. In addition to new staff, recovery itself is approached in a new way. The recovery model differs from a traditional medical model of treatment in that the Veterans play a major role in developing programming and directing their own goals. Veterans also choose programs that complement these goals. The topics range from money management to health to dual diagnosis to cooking! For more information or to learn about the referral process, please contact program coordinator, Elizabeth Deamer, at extension 5312.

Eat Right America

March was National Nutrition Month. You may have noticed boxes in strategic locations around the medical center where food donations were gathered. The CVAMC dieticians organized this month-long collection to help local citizens in need. Approximately 483 pounds of food were collected and donated to the Coatesville Food Cupboard. Because of the struggling economy and the rash of Coatesville arsons earlier in the year, the cupboard has been busy feeding about 150 people each week.



Remembering...

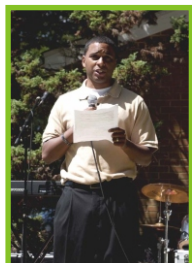


In remembrance of Tempie Armstrong, long-time C&CA employee, Congressman Joseph Sestak officially entered a heartfelt reading about her life and the wonderful person that she was into the Congressional Record on Thursday, April 2. Additionally, her family, including Voluntary Service employee Jean Smith, and close friend, Andy Pahountis, director of C&CA, were presented with copies of the reading at Congressman Sestak's Veterans Summit on May 11.

On May 7, the Chief of Staff's Office held a special remembrance of Lea Cole who worked here for quite some time. Lea, a dedicated, long-time CVAMC employee, who was once recognized as employee of the month, passed away in January of 2008. Because she loved working here so much, her family donated a plaque and planted a tree in front of building 1 in her name.

3rd Annual Welcome Home Celebration

We are once again inviting returning Veterans to join us for a fun-filled celebration for the whole family. The event is designed to provide VA benefits and health care information to Veterans returning from the conflicts in Iraq and Afghanistan...but we also plan to have lots of fun! We'll have picnic foods, pony rides, a hot air balloon experience, a kayak demonstration, face painting and much more!

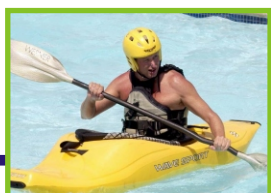


We are always looking for more volunteers – if you or anyone you know is interested, please contact Alan Reiland at extension 6820. If you know any returning service members who are not enrolled for VA health care, please encourage them to attend the event. All information is available on our website at www.coatesville.va.gov.

WELCOME HOME AMERICAN HERO

WELCOME HOME
CELEBRATION
August 29, 2009

Questions can be directed to Stacey Castel at extension 6817 or Kathleen Pomorski at extension 4203.



Road trip to Downingtown High School West

From February through June of this year, CVAMC has been coordinating Veteran guest speakers for US War Veterans Learning Symposiums as part of DHS West's Literature of Peace and Conflict course. The course studies novels, films, poetry, short stories, and autobiographies written about and in reaction to wars endured by the United States and its people. Several Veteran patients have been featured guest speakers as well as employees including Andy Pahountis, Jim Goss, Diane Ranck and Ryan McGettigan. Each symposium has been a success and we look forward to planning similar events next year.

What is DEMPS?

Disaster Emergency Medical Personnel System. It is a federal system that organizes and sends volunteers to aid in the aftermath of natural or man-made disasters such as hurricanes, earthquakes or fires. Additionally, having this system in place maintains VHA's ability to respond to an emergency, if one occurs at one of our medical facilities.

Volunteers are needed in all fields, both medical and non-medical. Skills that you have developed and use everyday could be invaluable in an emergency. If you are interested and would like to learn more, please contact Diane Ranck at extension 4868.

The Eagle is published quarterly for the employees of the Coatesville VA Medical Center.

Please address suggestions, comments, or story ideas to:

Kathleen Pomorski X4203 or kathleen.pomorski@va.gov.

The editor reserves the right to make changes and/or edits to any submission chosen for publication.

Layout/design/photography completed by CVAMC Medical Media Department.

SERVICE AWARDS

Congratulations to the following employees who have been recognized for 20 or more years of service between March and May.

20 years:

Tom Hudson
Faith Joyce
Carol Mulhern
Dora Perry

25 years:

Roxanne Holmes

30 years:

Dennis Panik
Anita Sabocsik
Rene Webster

35 years:

Alan Porch
Charmaine Scott
Cynthia Turner

40 years:

Sharon Goldie

Good Bye & Good Luck to our Retirees

| Employee Name: | Years of Service: |
|-----------------|-------------------|
| Cheryl Young | 36 |
| Robert Flannery | 35 |
| Nancy Needham | 35 |

VetPro – What is it and why should you care?

If you are a patient provider whose position requires a license, certification or registration, you should be aware of the requirements of VetPro and how those requirements may impact your position.

VetPro is a centralized, online database that tracks credentialing of VA health care providers. All CVAMC providers, either licensed independent practitioners or dependent providers, must be enrolled. Each provider submits the required information and it is then verified. Verification requirements are rigid and all verifications must be obtained directly from a primary source. New applicants for these positions are required to submit VetPro information and it must be verified before that person begins work.

Providers' participation is ongoing. Any changes in licensure, certification or registration must be entered in VetPro and verified by credentialing staff. Other changes in qualifications, such as additional education or training, must also be entered into VetPro. Any questions from licensed independent practitioners can be directed to Charlene Messner at extension 3654. Dependent providers can contact Nelson Styding at extension 4661.

Employee of the Month

| March: | April: | May: |
|-----------------|-----------------|---------------|
| Rashara Johnson | Ernest McMullen | Margery Hajek |

Supervisor of the Month

May:
Franklin Birch